

28 January 2008

Eric Ralph
706 S Milton Ave
Baltimore MD 21224-
3754

Kodjo@mac.com

WC Docket No. 07-52

Commission's Secretary
Marlene H. Dortch
Office of the Secretary, FCC

Dear Madam/Sir

I have had Comcast's standard broadband service for more than a year. Several months ago I began to have serious difficulties backing up from my computer to the .mac server. I experimented over the course of many weeks and found that whenever I ran either of two backup programs, my upload speed would steadily decline from a very high level to sometimes less than 40 kb/s, typically to between 90 and 110 kb/s, and always well below 150 kb/s.

I initially checked with Comcast as to whether I was in breach of any upload policy or limits they might have and they said I was not. They said that if I was they would notify me.

In this period, I routinely would reboot my cable modem and routers, and undertook other action to ensure there was no problem at my end of the network.

More recently, I complained to Comcast, and also purchased their premium broadband service and the problem appears to have been resolved.

This suggests to me that, while I had standard service, Comcast may have been degrading my service with the time length of a given upload application.

Thank you.

Eric Kodjo Ralph